

CITY OF TIGARD COMMITTEE FOR CITIZEN INVOLVEMENT WORKSHOP

July 18, 2007, 6:30-9 p.m.

City Hall

SUMMARY OF DISCUSSION

CCI Members Present: Sue Carver, Basil Christopher, Bev Froude, Brian Kelly, Stacie Yost

CCI Members Absent: Rex Caffall

Guests Present: Rumiana Backardjieva, Myrna Boyce, Judy Shioshi

Consultants Present: Elaine Cogan, Kirstin Greene

Staff Present: Ron Bunch, Marissa Daniels, Duane Roberts

1. What is meaningful citizen involvement in Tigard?

What doesn't work?

- Non-involvement of “the other 99%” of folks
- People don't know avenues of access to decision-makers
- Insufficient follow-up/outreach/information on community priorities e.g. community center
- Measurements of success
- Promotion of opportunities e.g. 5th Tuesdays with the City Council

What works?

- The City has a forum for information and input
- Personal/neighborhood level discussions with decision makers (e.g. Police Department forum)
- City (leadership) is willing to listen (e.g. 5th Tuesdays)
- Visits to community groups on comprehensive plan update
- Information in Cityscape; Website; Tigard Times

Strategies

General

- Connect/use opportunities where citizens are receiving value e.g. at library
- Ascertain intrinsic values/satisfaction/how people feel from experiences
- Track over time--listen, evaluate, adapt
- Solicit feedback
 - Surveys (formal and informal)- person to person, website and Cityscape
 - Exit surveys--monitor over time
- Report back to citizens
- Ask: “How can city better serve you the resident?”
- Provide certainty for feedback
- Build accomplishments/outcomes into specific projects

Specific

- Find avenues to reach minority and immigrant populations
- Overcome cultural barriers
- Learn from previous bad experiences
- Provide advance notice for public works—street paving; notices signs, etc.
- Design/implement feedback opportunities
- Huge, unavoidable signs at strategic points
- Calendar on front door of library
- City ambassadors
- Go where people are
 - Start small
 - Neighborhoods
 - Churches
 - Little League games
- Develop culture of other civic engagement, listen especially when there's not a problem
- Establish a call-in line
- Involve schools, PSU
- Sponsor picnics/neighborhood community events
 - Christmas tree farm/lots
 - Car festival
 - Balloon festival
 - Bike rides
 - Walks
 - Saturday Market
 - Tigard's birthday celebration
- Find common interests

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